

# Health Care Financing Administration INTERMEDIARY AND CARRIER DIRECTORY



Department of  
Health and Human Services  
Health Care Financing Administration  
Bureau of Program Operations  
HID-1 (1/89)

HISTORY

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INTERMEDIARY-CARRIER  
DIRECTORY REVISION  
U.S. Department of  
Health and Human Services  
HEALTH CARE FINANCING ADMINISTRATION

HID-1

January 1989

REV 29

This is Revision 29 of the Intermediary-Carrier Directory. Discard all previous revisions, since all sections of the directory have been updated.

The directory is intended for the internal use of the Health Care Financing Administration staff in facilitating contact with Medicare Intermediaries and Carriers. Any inquiries regarding the content of this directory or changes to the information contained herein should be referred to the Health Care Financing Administration, Division of Contracts, Room 332, Meadows East Building, 6325 Security Boulevard, Baltimore, Maryland 21207.

COMMUNICATING WITH INTERMEDIARIES OR CARRIERS

The rights and obligations of Intermediaries and Carriers and of the Secretary are covered under the Medicare contracts. No requests should be made of contractors unless specifically authorized by these contracts. Any questions in this regard should be addressed to the Bureau of Program Operations, Office of Program Administration, Division of Contracts, Room 332 Meadows East Building.

INTERMEDIARY-CARRIER DIRECTORY

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PLEASE NOTE

All work days begin on Monday and  
end on Friday unless otherwise stated.

All hours are from a.m. to p.m.

ABBREVIATIONS:

RHC = Rural Health Clinics  
CHC = Community Health Centers  
HHA = Home Health Agencies  
HL = Histocompatibility Labs (Independent)  
OPA = Organ Procurement Agencies (Independent)  
PE = Parenteral/Enteral

PART I - BLUE CROSS AND BLUE SHIELD ASSOCIATION

PHONE

BLUE CROSS AND BLUE SHIELD ASSOCIATION

676 North St. Clair Street, Chicago, Illinois 60611  
Hours: 8:30 - 4:30

FTS 8-312-440-6000  
(Direct Dial)

Bernard R. Tresnowski, President	440-6010
Preston Jordan, Senior Vice President, Business Support	440-5690
Harry P. Cain, II, Sr. Vice Pres., Federal Programs Division	440-6149
Donald R. Cohodes, Administrator, Federal Programs Division	440-6245

BLUE CROSS PLANS

ALABAMA

BLUE CROSS AND BLUE SHIELD OF ALABAMA

450 Riverchase Parkway East, Birmingham, Alabama 35298  
Hours: 8:00 - 4:45

FTS 8-205-988-2100  
(Direct Dial)

PROVIDER SERVICE AREA: State of Alabama

William H. Mandy, President and Chief Executive Officer	988-2118
E.G. Thrasher, Executive Vice President	988-2116
Charles R. Hartsell, Sr. Vice Pres. of Claims and Legislative Affairs	988-2126
Norman Love, Director, Federal Programs	988-2137
Lynda Northcutt, Manager, Medicare A Claims	988-2992

ALASKA (See Blue Cross of Washington/Alaska)

ARIZONA

BLUE CROSS AND BLUE SHIELD OF ARIZONA, INC.

P.O. Box 13466, Phoenix, Arizona 85002  
(Street Address: 2444 W. Las Palmaritas Drive  
Phoenix, Arizona 85021)  
Hours: 8:00 - 4:30

FTS 8-602-864-4400  
(Direct Dial)

PROVIDER SERVICE AREA: State of Arizona

Robert B. Bulla, President	864-4444
Hubert Pressley, Sr. Vice President & Treasurer	864-4222
Ed Davis, Director, Federal Programs	864-4224
Jody Chandler, Vice President, Claims and Federal Programs	864-4445
David F. Ward, Vice President, Finance	864-4123



PHONEARKANSASARKANSAS BLUE CROSS AND BLUE SHIELD, INC.,  
A MUTUAL INSURANCE COMPANYFTS Operator 8-740-5011  
378-2334

601 Gaines Street, Little Rock, Arkansas 72203

Hours: 8:00 - 4:45

PROVIDER SERVICE AREA: State of Arkansas

George K. Mitchell, M.D., President	378-2133
H. T. Gardner, Executive Vice President	378-2135
P. Mark White, Senior Vice President	378-2208
Robert L. Shoptaw, Executive Vice President	378-2242
Jim Patton, Staff Attorney, Hearing & Appeal Officer	378-2375
Theresa Milligan, Manager, Government Programs Support	378-2078
Regina H. Stewart, Vice President, Govt. Programs	378-2836
Amanda Crosby, Manager Provider Audit & Reimbursement	378-2248

CALIFORNIABLUE CROSS OF CALIFORNIAFTS 8-818-703-2345  
(Direct Dial)

P.O. Box 70000, Van Nuys, California 91470

(St. Address: 21555 Oxnard St., Woodland Hills, CA 91367)

Hours: 8:00 - 4:30

PROVIDER SERVICE AREA: State of California

SPECIAL CLAIMS: HHA, INDEPENDENT HOSPICES (WEST)

Leonard D. Schaeffer, President & Chief Executive Officer	703-3150
Patricia Johnson, Senior Vice President, Government Programs	703-2316
Joe Tuma, Director, Provider Audit Department	703-2971
Juliette Chenian, Manager, Medicare Claims	703-3652

COLORADOROCKY MOUNTAIN HOSPITAL AND MEDICAL SERVICEFTS 8-303-831-2131  
(Direct Dial)

(d/b/a BLUE CROSS AND BLUE SHIELD OF COLORADO)

700 Broadway, Denver, Colorado 80273

Hours: 8:00 - 4:30

PROVIDER SERVICE AREA: State of Colorado

SPECIAL CLAIMS: RHC

John R. Galbraith, President	831-2802
Elisa J. Hamill, Vice President, Government Programs	831-2406
* Tom Gillgannon, Vice President, Government Operations	831-2788
Stephen Endress, Vice President, Finance & Actuarial Services	831-2123
James Wanebo, Director, Medicare Part B Claims Operation	831-2943
Susan Schutte, Director, Government Services	831-2276
Jack Shipp, Director, Medicare Part A	831-2745

\* Medicare Coordinator

PHONECONNECTICUT

BLUE CROSS AND BLUE SHIELD OF CONNECTICUT, INC.  
 370 Bassett Road, North Haven, Connecticut 06473

FTS 8-203-239-4911  
 (Direct Dial)

PROVIDER SERVICE AREA: State of Connecticut

John Croweak, President and Chief Executive Officer,  
 Health Delivery Systems

Anthony J. Martin, Sr. Vice President

FTS 8-203-265-8102

James M. Buccheri, Vice President, Government Programs

DELAWARE

BLUE CROSS BLUE SHIELD OF DELAWARE, INC.  
 One Brandywine Gateway, P.O. Box 8770  
 Wilmington, Delaware 19899

FTS 8-302-421-3000

PROVIDER SERVICE AREA: State of Delaware

Robert C. Cole, Jr., President

421-3020

Gilbert P. Bardsley, Senior Vice President

421-3191

Ralph Crouch, Senior Vice President and Treasurer

421-3150

Jerry Icenogle, Vice President, Claims Administration

421-3452

George H. English, Jr., Director, National Government  
 and Business Claims

421-3292

William J. McDonald, Manager, Medicare Claims

421-3087

DISTRICT OF COLUMBIA (See Blue Cross and Blue Shield of Maryland)

FLORIDA

BLUE CROSS AND BLUE SHIELD OF FLORIDA, INC.  
 P.O. Box 1798, Jacksonville, Florida 32231  
 (Street Address: 532 Riverside Avenue  
 Jacksonville, Florida 32231)  
 Hours: 8:00 - 4:30

FTS 8-904-791-6111  
 (Direct Dial)

PROVIDER SERVICE AREA: State of Florida

William E. Flaherty, President

Antonio Favino, Sr. Vice President, Government Programs

Patricia Williams, Vice President, Medicare Part A

Shirley Edlin, Director, Medicare Part A Claims

Shuman Makker, Director Provider Audit Reimbursement

GEORGIA

BLUE CROSS AND BLUE SHIELD OF GEORGIA, INC.  
 2357 Warm Springs Road, P.O. Box 7368  
 Columbus, Georgia 31908  
 Hours: 8:00 - 5:00

FTS 8-404-571-5371  
 (Direct Dial)

PROVIDER SERVICE AREA: State of Georgia

Thomas Kinser, President & Chief Executive Officer  
 Joan Burks, Sr. Vice President for Government Programs  
 Robert W. Ebert, Assistant Vice President, Medicare Claims

HAWAII (See Hawaii Medical Service Association)

IDAHO (See Blue Cross and Blue Shield of Oregon)

ILLINOIS

HEALTH CARE SERVICE CORPORATION  
 233 North Michigan Avenue, Chicago, Illinois 60601  
 Hours: 8:00 - 4:00

FTS 8-312-938-6206  
 (Direct Dial)

PROVIDER SERVICE AREA: State of Illinois  
 SPECIAL CLAIMS: HHA

S. Martin Hickman, President and Chief Executive Officer	938-6817
Charles R. Goulet, Executive Vice President	938-6498
John F. Nutting, Vice President, Government Contracts	938-6209
Thomas F. Meyer, Director, Provider Reimbursement & Audit	938-6158
Marilee Pritchard, Medicare Part A Coordinator	938-6201
Cecilia Krull, Director, Government Contracts	938-7687

INDIANA

ASSOCIATED INSURANCE COMPANIES, INC.  
 (d/b/a BLUE CROSS AND BLUE SHIELD OF INDIANA)  
 Operations Offices: 8320 Craig Street, Suite 100  
 Indianapolis, Indiana 46250-0453

FTS 8-317-841-4405  
 (Direct Dial)

Executive Offices: 120 West Market Street  
 Indianapolis, Indiana 46204-2805  
 Hours: 8:00 - 4:15

PROVIDER SERVICE AREA: State of Indiana

Lloyd J. Banks, Chairman of the Board & Chief Exec. Officer	FTS-8-317-263-4703
Richard Kilborn, Vice Chairman of the Board	263-4610
L. Ben Lytle, President, and Chief Operating Officer	263-4292
Joel Honigbaum, Director, Government Programs Support	841-4402



PHONEASSOCIATED INSURANCE COMPANIES, INC (Continued)

Jerry Delp, Director, Audit and Reimbursement	841-4550
Marsha Barker, Medicare Coordinator	841-4405
Ronald E. Rosenberg, Executive Vice President	841-4401
Government Business Division	
Steve Crickmore, Director, Medicare A Claims	841-4540

IOWABLUE CROSS OF IOWA

636 Grand Avenue, Station 28, Des Moines, Iowa 50309  
Hours: 8:00 - 4:30

FTS 8-515-245-4618  
(Direct Dial)

PROVIDER SERVICE AREA: State of Iowa  
SPECIAL CLAIMS: HHA

Robert W. Beckwith, President and Chief Executive Officer  
Craig C. Hennesy, Senior Vice President, Internal Affairs  
Sally T. Wood, Vice President, Government Programs

BLUE CROSS OF WESTERN IOWA & SOUTH DAKOTA

Hamilton Boulevard and I-29, Sioux City, Iowa 51102  
Hours: 7:45 - 4:30

FTS 8-712-279-8580  
(Direct Dial)

PROVIDER SERVICE AREA: States of Iowa and South Dakota

Harris W. Feldick, President  
Harold W. Linden, Medicare Coordinator  
Nancy Harrison, Medicare Claims Manager

KANSASBLUE CROSS AND BLUE SHIELD OF KANSAS, INC.

1133 Topeka Boulevard, P.O. Box 239, Topeka, Kansas 66601  
Hours: 8:00 - 4:30

FTS 8-913-232-1000  
(Direct Dial)

PROVIDER SERVICE AREA: State of Kansas

G. Wayne Johnston, President  
Thomas L. Miller, Sr. Vice President, Internal Affairs  
Jay Lohmann, Vice President, Government Programs and Community Affairs  
Beryl Lowry-Born, Controller

PHONEKENTUCKY

BLUE CROSS AND BLUE SHIELD OF KENTUCKY, INC.  
 9901 Linn Station Road, Louisville, Kentucky 40223  
 Hours: 8:00 - 4:30

FTS 8-502-423-2011  
 (Direct Dial)

PROVIDER SERVICE AREA: State of Kentucky

William R. Newson, Acting President  
 Richard A. Hermanson, Director, Government Programs Division  
 Frank F. Broadus, Jr., Vice President, Government Programs

LOUISIANA

LOUISIANA HEALTH SERVICE & INDEMNITY COMPANY  
 (d/b/a BLUE CROSS OF LOUISIANA)  
 P.O. Box 95021, Baton Rouge, Louisiana 70895-9021  
 (Street Address: 10225 Florida Boulevard  
 Baton Rouge, Louisiana 70815-1791)

FTS 8-504-273-5126  
 (Direct Dial)

Hours: 8:00 - 4:30

PROVIDER SERVICE AREA: State of Louisiana

John B. Johnson, Jr., President and Chief Executive Officer	295-2500
Ed Hanchey, Vice President, Provider Reimbursement & Auditing	273-5268
J. D. Prejean, Corporate Vice President, Government Operations	273-5126
Mannie D. Paine, M.D., Medical Director/Part A	273-5139

MAINE

ASSOCIATED HOSPITAL SERVICE OF MAINE  
 (d/b/a MAINE BLUE CROSS AND BLUE SHIELD)  
 110 Free Street, Portland, Maine 04101

FTS 8-207-775-3536  
 (Direct Dial)

PROVIDER SERVICE AREA: State of Maine

SPECIAL CLAIMS: HHA, Provider-Based HHA/Hospice, RHC

William R. Johnson, President  
 Fred I. Howard, Vice President, Government Programs  
 George W. Hansen, Senior Vice President and Treasurer  
 Peter Brown, Director of Audit and Reimbursement  
 Richard Haggerty, Medicare Coordinator  
 John Raeke, Director, Regional Home Health

PHONEMARYLAND

BLUE CROSS AND BLUE SHIELD OF MARYLAND, INC.  
P.O. Box 4368, 1946 Greenspring Drive  
Timonium Industrial Park, Timonium, Maryland 21093  
Hours: 8:00 - 4:15

FTS 8-301-494-5555  
(Direct Dial)

PROVIDER SERVICE AREA: State of Maryland and the District of Columbia

Carl J. Sardegna, President	494-5252
Edward T. Zimmerman, Sr. Vice President, and Chief Financial Officer	494-5414
Glenn A. Shimmel, Vice President, Government Programs	561-4021

MASSACHUSETTS

BLUE CROSS AND BLUE SHIELD OF MASSACHUSETTS  
100 Summer Street, Boston, Massachusetts 02106  
Hours: 8:00 - 4:00

FTS 8-617-956-2532  
(Direct Dial)

PROVIDER SERVICE AREA: State of Massachusetts

John Larkin Thompson, President and Chief Executive Officer  
Thomas L. Huston, Executive Vice President and Chief Operating Officer  
David F. O'Donnell, Sr. Vice President, Planning and Admin. Services  
Louis J. Resca, Jr., Vice President, Government Programs  
Gerard P. Roche, Assistant Vice President, Government Programs

MICHIGAN

BLUE CROSS AND BLUE SHIELD OF MICHIGAN  
600 Lafayette East, Detroit, Michigan 48226  
Hours: 8:30 - 4:45

FTS 8-313-225-9000  
(Direct Dial)

PROVIDER SERVICE AREA: State of Michigan

Richard L. Whitmer, President and Chief Executive Officer	225-0531
William Van Faasen, Senior Vice President	225-8202
Rosalee Livingston, Vice President, Government Business Group	225-0860
Mary Meakin, Director, Government Business Programs	225-8335
James R. Zoladz, Manager, Government Business Relations	225-8338
Jeanne Carlson, Vice President of Reimbursement	225-0589
Joe Dobrich, Director, Medicare A Operations	225-9341

PHONEMINNESOTA

BLUE CROSS AND BLUE SHIELD OF MINNESOTA  
P.O. Box 64357, St. Paul, Minnesota 55164  
(Street Address: 3535 Blue Cross Road  
St. Paul, Minnesota 55164)  
Hours: 8:15 - 4:30

FTS 8-612-456-8000  
(Direct Dial)

PROVIDER SERVICE OF AREA: State of Minnesota

State of Minnesota

Andrew P. Czajkowski, President	456-8400
Norman C. Storbakken, Group Vice President & Ch. Financial Officer	456-8040
Jennifer Joy Bahnemann, Director, Government Programs	456-8601
Daryl Blowers, Director, Provider Audit & Reimbursement	456-8450
Carl Sisk, Director Corporate Budget & Internal Audit	456-8405

MISSISSIPPI

BLUE CROSS AND BLUE SHIELD OF MISSISSIPPI, INC.  
P.O. Box 23035, Jackson, Mississippi 39216  
(Street Address: 3545 Lakeland Drive  
Jackson, Mississippi 39225-3035)  
Hours: 8:00 - 4:30

FTS 8-601-932-3704  
(Direct Dial)

PROVIDER SERVICE AREA: State of Mississippi

W.C. Mosley, Chairman of the Board & Chief Executive Officer  
Aaron J. Johnson, President & Chief Operating Officer  
Maurine Blake, Senior Vice President & Director of Federal Programs  
Richard Lefoldt, Director, Medicare Reimbursement & Audit  
Sarah Burkett, Director, Medicare Benefits Administration

MISSOURI

BLUE CROSS AND BLUE SHIELD OF MISSOURI  
4444 Forest Park, St. Louis, Missouri, 63108  
Hours: 8:15 - 5:00

FTS 8-314-658-4444  
(Direct Dial)

PROVIDER SERVICE AREA: State of Missouri

Roy Heimbürger, President  
Robert Shupe, Senior Vice President, Operations  
Lester Himstedt, Vice President, Government Programs  
Robert G. Davis, Director, Contract Administration



PHONEMONTANABLUE CROSS AND BLUE SHIELD OF MONTANA, INC.

FTS 8-406-791-4000  
(Direct Dial)

Great Falls Division: P.O. Box 5004

Great Falls, Montana 59403

(Street Address: 3360 Tenth Avenue, South

Great Falls, Montana 59403

PROVIDER SERVICE AREA: State of Montana

Alan F. Cain, President (Located in Helena)

\* Carl Tanberg, Vice President, Provider Services

Mike Wagner, Medicare Manager

Helena Division: P.O. Box 4309, Helena, Montana 59601

(Street Address: 404 Fuller Avenue, Helena, Montana 59601

Hours: (Winter) 8:00 - 5:00 (Summer\*\*) 7:30 - 4:00

Alan F. Cain, President

\*Medicare Coordinator

\*\*Summer hours begin Memorial Day and terminate Labor Day.

NEBRASKABLUE CROSS AND BLUE SHIELD OF NEBRASKA

FTS 8-402 390-1883  
(Direct Dial)

P.O. Box 3248, Main Post Office Station,

Omaha, Nebraska 68180

(Street Address: 7261 Mercy Road

Omaha, Nebraska 68124)

Hours: (Winter) 8:00 - 4:30 (Summer\*) 7:30 - 4:00

PROVIDER SERVICE AREA: State of Nebraska

William H. Heavey, President

David Realph, Sr. Vice President, Finance and Government Programs

John T. Hines, Director, Federal Programs

\*Summer hours begin Memorial Day and terminate Labor Day.

NEVADA (See Aetna Life and Casualty Company)

PHONENEW HAMPSHIRENEW HAMPSHIRE-VERMONT HEALTH SERVICE

Two Pillsbury Street, Concord, New Hampshire 03301  
Hours: 8:00 - 4:30

FTS 8-603-224-9511  
(Direct Dial)

PROVIDER SERVICE AREA: States of New Hampshire and Vermont  
SPECIAL CLAIMS: RHC

Martin Mitchell, Jr. Interim President  
Edward Cutting, Vice President, Client Services  
Cynthia Cook, Director, Medicare Satellite Administration

NEW JERSEYBLUE CROSS AND BLUE SHIELD OF NEW JERSEY INC.

33 Washington Street, Newark, New Jersey 07102  
Hours: 8:00 - 5:00

FTS 8-201-456-2000  
(Direct Dial)

PROVIDER SERVICE AREA: State of New Jersey

Donald M. Daniels, President  
Joan F. Boyle, Executive Vice President

456-2601  
456-3174

NEW MEXICONEW MEXICO BLUE CROSS & BLUE SHIELD, INC.

P.O. Box 13597, Albuquerque, New Mexico 87192-3597  
(Street Address: 12800 Indian School Road, N.E.  
Albuquerque, New Mexico 87112)  
Hours: 7:45 - 4:30

FTS 8-505-291-3500  
(Direct Dial)

PROVIDER SERVICE AREA: State of New Mexico  
SPECIAL CLAIMS: HHA

Arthur J. Burgess, President and Chief Operating Officer  
Elisa Hamill, Vice President of Government Programs

NEW YORKEMPIRE BLUE CROSS AND BLUE SHIELD

622 Third Avenue, New York, New York 10017  
Hours: 8:30 - 4:30

FTS 8-212-490-4567  
(Direct Dial)

Albert A. Cardone, Chairman of the Board and Ch. Exec. Officer 490-7070  
Harvey W. Friedman, Divisional Vice President, Government Programs 490-4470

PROVIDER SERVICE AREA: State of New York

## PHONE

EMPIRE BLUE CROSS AND BLUE SHIELD (Continued)CLAIMS PROCESSING SITEMEDICARE PART A CLAIMS PROCESSING

P.O. Box 4846, Syracuse, New York 13221  
 (Street Address: 518 James Street,  
 Syracuse, New York 13202  
 Hours: 8:00 - 4:15

FTS 8-315-474-4100  
 (Direct Dial)

John B. Olsen, Vice President,  
 Statewide Medicare A Operations

FTS 8-315-474-4120

NORTH CAROLINABLUE CROSS AND BLUE SHIELD OF NORTH CAROLINA

P.O. Box 2291, Durham, North Carolina 27702  
 (Street Address: 800 South Duke Street  
 Durham, North Carolina 27701)  
 Hours: 8:00 - 4:30

FTS 8-919-688-5528  
 (Direct Dial)

PROVIDER SERVICE AREA: State of North Carolina

Thomas A. Rose, President  
 J. Sherman Owens, Vice President, Benefits Administration  
 Theresa L. Morris, Director, Medicare Claims  
 O. Brown Gardner, Senior Director, Medicare Programs

NORTH DAKOTABLUE CROSS AND BLUE SHIELD OF NORTH DAKOTA

4510 13th Avenue, S.W., Fargo North Dakota 58121  
 Hours: 8:00 - 4:30

FTS 8-701-282-1200  
 (Direct Dial)

PROVIDER SERVICE AREA: State of North Dakota

Mayo Christianson, President 282-1325  
 Le Noel Lichtsinn, Senior Vice President 282-1329  
 David Cummings, Medicare Coordinator and Manager, Medicare Operations 282-1220

PHONEOHIOCOMMUNITY MUTUAL INSURANCE COMPANY

FTS 8-513-872-8100

Corporate Address: Atrium Two, Suite 2600  
 221 E. Fourth Street, Cincinnati, Ohio 45202

(Direct Dial)

Medicare Operations Address: Randall Building, Holiday Office Park  
 P.O. Box 145482, 801 West Eight Street  
 Cincinnati, Ohio 45250-5482

Hours: 8:30 - 4:30

PROVIDER SERVICE AREA: State of Ohio

Dwane Houser, President and Chief Executive Officer	FTS 8-513-977-8811
Roger E. Parker, Senior Vice President, Operations, Medicare A.	977-8899
Thomas C. Mowry, Vice President, Government Programs	FTS-8-513-852-4230
Donald M. Dominick, Director, Medicare Finance & Program Support	852-4354
Richard Erb, Medicare Coordinator	852-4288
Vito Checchio, Director, Audit & Reimbursement	852-4330
Steve Minnis, Director, Medicare Claims Operations	852-4201

OKLAHOMAGROUP HEALTH SERVICE OF OKLAHOMA, INC.

FTS 8-918-560-2090

1215 South Boulder Avenue, Tulsa, Oklahoma 74119

(Direct Dial)

Hours: 8:00 - 4:45

PROVIDER SERVICE AREA: State of Oklahoma

Ralph S. Rhoades, President  
 Peggy A. Risinger, Vice President, Government Programs

OREGONBLUE CROSS AND BLUE SHIELD OF OREGON

FTS 8-503-225-5300

P.O. Box 8110, Portland Oregon 97207-8110

(Direct Dial)

(Street Address: 100 S.W. Market Street  
 Portland, Oregon 97201

Hours: 8:30 - 5:00

PROVIDER SERVICE AREA: States of Oregon and Idaho

Solomon Menashe, President	225-5220
Richard Woolworth, Executive Vice President, Internal Operations	225-5206
James E. Verdick, Vice President, Government Programs	225-5362



PHONEPENNSYLVANIABLUE CROSS OF GREATER PHILADELPHIA

1333 Chestnut Street, Philadelphia, Pennsylvania 19107

Hours: 8:15 - 4:30

FTS 8-215-448-5000  
(Direct Dial)PROVIDER SERVICE AREA: Pennsylvania Counties of Philadelphia, Bucks,  
Montgomery, Chester, and Delaware

SPECIAL CLAIMS: HHA

David S. Markson, President & Chief Executive Officer	448-5238
George W. Gannon, Sr. Vice Pres. and Chief Operating Officer	448-5340
Eugene Ott, Sr. Vice President, Provider Services	448-5265
Thomas J. McElvogue, Vice President, Govt & Special Programs	448-5707

BLUE CROSS OF WESTERN PENNSYLVANIA

Fifth Avenue Place, Pittsburg, Pennsylvania 15222

Hours: 8:30 - 4:45

FTS 8-412-255-7000  
(Direct Dial)PROVIDER SERVICE AREA: Pennsylvania Counties except those listed  
for Blue Cross of Greater Philadelphia

SPECIAL CLAIMS: RHC

Eugene J. Barone, President	255-8250
Gus P. Georgiadis, Vice President, Consumer and Govt. Services	255-7858
Lawrence T. Miller, Vice President, Government Programs	255-7351

RHODE ISLANDBLUE CROSS AND BLUE SHIELD OF RHODE ISLAND

444 Westminster Mall, Providence, Rhode Island 02901

FTS 8-401-272-8500  
(Direct Dial)

PROVIDER SERVICE AREA: State of Rhode Island

Douglas J. McIntosh, President  
George Schobel, Senior Vice President, Government Programs  
John Lauzon, Director of Federal Programs

SOUTH CAROLINABLUE CROSS AND BLUE SHIELD OF SOUTH CAROLINA

Part A: 50 Springdale Drive, Camden, South Carolina 29020

FTS 8-803-425-4534  
(Direct Dial)

Hours: 8:30 - 5:00

PROVIDER SERVICE AREA: State of South Carolina  
SPECIAL CLAIMS: HHA, P/E

BLUE CROSS AND BLUE SHIELD OF SOUTH CAROLINA (Continued)

M. Edward Sellers, President, Chief Operating Officer  
 \* William R. Horton, Vice President, Medicare Operations

\* Direct Correspondence to Mr. William R. Horton at:  
 Fontaine Business Center  
 300 Arbor Lake Drive  
 Suite 1300, Columbia, South Carolina 29223

SOUTH DAKOTA (See Blue Cross of Western Iowa & South Dakota)TENNESSEE

BLUE CROSS AND BLUE SHIELD OF TENNESSEE  
 801 Pine Street, Chattanooga, Tennessee 37402  
 Hours: 8:00 - 4:15

FTS 8-615-755-5600  
 (Direct Dial)

PROVIDER SERVICE AREA: State of Tennessee  
 SPECIAL CLAIMS: RHC

James R. McGuff, President  
 William A. Nuckols, Executive Vice President, Chief Administrative Officer  
 Wesley Sorrow, Vice President, Finance  
 Robert Wortman, Executive Vice President, Internal Affairs  
 David L. Deal, Director, Government Programs

TEXAS

BLUE CROSS AND BLUE SHIELD OF TEXAS, INC.  
 P.O. Box 660156, Dallas Texas 75266-0156  
 (Street Address: 901 South Central Expressway  
 Richardson, Texas 75080  
 Hours: 7:30 - 4:00

FTS 8-214-669-6900  
 (Direct Dial)

PROVIDER SERVICE AREA: State of Texas

John D. Melton, President	669-6010
Jeff Langmead, Senior Vice President	669-6065
Vernon Walker, Vice President, Comptroller	669-6190
Edwin D. Langford, Vice President, Provider Reimbursement	680-7600
Lelia Wright, Vice President, Medicare	669-7414

PHONEUTAH

BLUE CROSS AND BLUE SHIELD OF UTAH  
 2455 Parley's Way, P.O. Box 30270  
 Salt Lake City, Utah 84130  
 Hours: 8:30 - 4:30

FTS 8-801-487-6441  
 (Direct Dial)

PROVIDER SERVICE AREA: State of Utah

Jed Pitcher, President and Chief Executive Officer	487-6441
Frank Leonard, Vice President, Finance	487-6441
Reid Greenwood, Vice President, Benefit Administration and Government Programs (Medicare Coordinator)	481-6631

VERMONT (See New Hampshire-Vermont Health Service)

VIRGINIA

BLUE CROSS AND BLUE SHIELD OF VIRGINIA  
 602 South Jefferson Street, P. O. Box 12201  
 Roanoke, Virginia 24023-2201  
 Hours: 8:15 - 4:45

FTS 8-804-359-7000  
 (Direct Dial)

PROVIDER SERVICE AREA: State of Virginia

Gerald L. Good, Acting President	FTS 8-804-359-7735
Timothy Brown, Director, Reimbursement	261-1541
Paul S. Keyser, Vice President, Medicare Operations	FTS 8-703-985-2069
Thomas Jarvis, Director, Medicare Operations	FTS 8-703-985-3930

WASHINGTON

BLUE CROSS OF WASHINGTON AND ALASKA  
 P.O. Box 2847, Seattle Washington 98111-2847  
 (Street Address: 7001 - 220th S.W.  
 Mountlake Terrace, Washington 98043  
 Hours: 8:30 - 5:00

FTS 8-206-771-0286  
 (Direct Dial)

PROVIDER SERVICE AREA: States of Washington and Alaska

Donald Lockwood, President	FTS-8-206-361-3854
Ed Freutel, Vice President, Federal Programs	771-0350
Janet Russell, Manager, Federal Programs	771-0296

PHONEWEST VIRGINIA

BLUE CROSS/BLUE SHIELD OF WEST VIRGINIA, INC.  
P.O. Box 231, Charleston, West Virginia 25321  
(For Express Mail: 200 Kanawha Boulevard East  
Charleston, West Virginia 25301)  
Hours: 8:30 - 4:30

FTS 8-304-347-7600

PROVIDER SERVICE AREA: State of West Virginia

James W. Heaton, President	347-7770
Samuel Tyre, Vice President	347-7351
Fritz Moore, Vice President, Medicare Operations	347-7643
Tom Cunningham, Medicare Claims Manager	347-7656
Susan Hereford, Medicare Audit & Reimbursement Manager	347-7653

WISCONSIN

BLUE CROSS BLUE SHIELD UNITED OF WISCONSIN  
P.O. Box 2025, Milwaukee, Wisconsin 53201  
(Street Address: 401 West Michigan Street  
Milwaukee, Wisconsin 53203)  
Hours: (Winter) 8:00 - 4:30  
(Summer) 7:45 - 4:30 (Mon. - Thur.)  
7:45 - 1:30 (Fri.)

FTS 8-414 226-5000  
(Direct Dial)

PROVIDER SERVICE AREA: State of Wisconsin  
SPECIAL CLAIMS: HHA

Thomas R. Hefty, President and Chief Executive Officer	226-6216
Thomas Gazzana, Senior Group Executive, Government Programs	226-6202
Thomas Williams, Director of Federal Programs	226-6004
Larry Pierzchalski, Senior Manager, Provider Audit	226-6991

WYOMING

BLUE CROSS AND BLUE SHIELD OF WYOMING  
4000 House Avenue, P.O. Box 2266, Cheyenne, Wyoming 82001  
Hours: 8:00 - 5:00

FTS 8-307-634-1393  
(Direct Dial)

PROVIDER SERVICE AREA: State of Wyoming

Charles E. Chapman, President, Medicare Coordinator	634-1393
Lloyd Wilder, Senior Director of Federal Programs	634-1393



PART II - BLUE SHIELD PLANSPHONEALABAMABLUE CROSS AND BLUE SHIELD OF ALABAMA

450 Riverchase Parkway, East, Birmingham, Alabama 35298  
 Hours: 8:00 - 4:45

FTS 8-205-988-2100  
 (Direct Dial)

JURISDICTION: State of Alabama

William H. Mandy, President	988-2118
E.G. Thrasher, Executive Vice President	988-2116
Charles R. Hartsell, Vice Pres. of Claims and Legislative Affairs	988-2126
Norman Love, Director, Federal Programs	988-2137
Leigh Forman, Manager, Medicare B Claims	988-2777

ALASKA (See Aetna Life and Casualty Company)

ARIZONA (See Aetna Life and Casualty Company)

ARKANSAS

ARKANSAS BLUE CROSS AND BLUE SHIELD, INC.,  
A MUTUAL INSURANCE COMPANY

FTS Operator 8-740-5011

601 Gaines Street, Little Rock, Arkansas 72203  
 Hours: 8:00 - 4:45

378-2334

JURISDICTION: State of Arkansas

George K. Mitchell, M.D., President	378-2133
H. T. Gardner, Executive Vice President	378-2135
P. Mark White, Senior Vice President, Finance	378-2208
Robert L. Shoptaw, Executive Vice President	378-2242
Sharon Allen, Executive Vice President	378-2145
Regina H. Stewart, Vice President, Government Programs	378-2836
Steve Short, Controller	378-2141
Theresa Milligan, Manager, Government Programs Support	378-2078
Dr. Robert Benefield, Medical Director	378-2356

CALIFORNIACALIFORNIA PHYSICIANS SERVICE

(d/b/a BLUE SHIELD OF CALIFORNIA)

No. 2 North Point, San Francisco, California 94133-7013

Hours: 8:00 - 4:30

FTS 8-415-445-5087  
(Direct Dial)

JURISDICTION: California (North)

Thomas C. Patton, Chief Executive Officer

Charles W. Stewart, President

Michael Ganahl, Senior V. P. &amp; Chief Financial Officer

Marcel Green, Senior Vice President, Government Operations

Diane Jiminez, Manager, Medicare Liaison

Diane Jiminez, Manager, Medicare Liaison

445-5097

445-5101

445-5646

445-5619

445-5619

COLORADOROCKY MOUNTAIN HOSPITAL AND MEDICAL SERVICE

(d/b/a BLUE CROSS AND BLUE SHIELD OF COLORADO)

700 Broadway, Denver, Colorado 80273

Hours: 8:00 - 4:30

FTS 8-303-831-2131  
(Direct Dial)

JURISDICTION: State of Colorado

John R. Galbraith, President

Elisa J. Hamill, Vice President, Government Programs

Tom Gillgannon, Vice President, Government Operations

Steven Endress, Vice Pres., Finance &amp; Actuarial Services

James Wanebo, Director, Medicare Part B Claims Operations

Susan Schutte, Director, Government Services

Jack Shipp, Director, Medicare Part A

831-2802

831-2406

831-2788

831-2123

831-2943

831-2276

831-2745

CONNECTICUT (See The Travelers Insurance Company)DELAWARE (See Pennsylvania Blue Shield)DISTRICT OF COLUMBIA (See Pennsylvania Blue Shield)FLORIDABLUE CROSS AND BLUE SHIELD OF FLORIDA, INC.

P.O. Box 1798, Jacksonville, Florida 32231

(Street Address: 532 Riverside Avenue

Jacksonville, Florida 32231)

Hours: 8:00 - 4:30

FTS 8-904-791-6111  
(Direct Dial)

JURISDICTION: State of Florida

William E. Flaherty, President

Antonio Favino, Sr. Vice President, Government Programs

PHONEBLUE CROSS AND BLUE SHIELD OF FLORIDA (Continued)

W. Charles Scott, Vice President, Medicare, Part B  
 Karen Huber, Director, Quality and Technical Services  
 Henry Douglas, Director of Communications  
 Jeff Hinson, Director of Claims  
 Curtis Lord, Director, Administrative Services and Health Services Data

GEORGIA (See Aetna Life and Casualty Company)

HAWAII (See Aetna Life and Casualty Company)

IDAHO (See EQUICOR, Inc.)

ILLINOIS

HEALTH CARE SERVICE CORPORATION  
 233 North Michigan Avenue, Chicago, Illinois 60601  
 Hours: 8:00 - 4:00

FTS 8-312-938-6000  
 (Direct Dial)

JURISDICTION: State of Illinois

S. Martin Hickman, President and Chief Executive Officer	938-6817
John F. Nutting, Vice President, Govt. Contracts Div.	938-6209
Joan Davis, Medicare Coordinator (Marion, Illinois)*	618-997-2311
William J. Gowen, Director, Medicare B (Marion, Illinois)*	618-997-2311
Ann Shannon, Director, Medicare, Part B (Chicago Site)	938-7474

\*MARION FACILITY

P.O. Box 995, Marion, Illinois 62959

INDIANA

ASSOCIATED INSURANCE COMPANIES, INC.  
 (d/b/a BLUE CROSS AND BLUE SHIELD OF INDIANA)  
 Operations Offices: 8320 Craig Street, Suite 100  
 Indianapolis, Indiana 46250-0453

FTS 8-317-841-4425  
 (Direct Dial)

Executive Offices: 120 West Market Street  
 Indianapolis, Indiana 46204-2805  
 Hours: 8:00 - 4:15

JURISDICTION: State of Indiana

Lloyd J. Banks, Chairman of the Board and Chief Executive Officer	263-4703
Richard C. Kilborn, Vice Chairman of the Board	263-4610
L. Ben Lytle, President and Chief Operating Officer	263-4292

PHONEASSOCIATED INSURANCE COMPANIES, INC. (Continued)

Ronald E. Rosenberg, Executive Vice President, Government and Consumer Sector	841-4401
Debbie Toolan, Director, Medicare Part B	841-4514
Marsha Barker, Medicare Coordinator	841-4405

IOWABLUE SHIELD OF IOWA

636 Grand Avenue, Station 28, Des Moines, Iowa 50309  
Hours: 8:00 - 4:30

FTS 8-515-245-4618  
(Direct Dial)

JURISDICTION: State of Iowa

Robert W. Beckwith, President and Chief Executive Officer  
Craig C. Hennesy, Senior Vice President, Internal Affairs  
Sally T. Wood, Vice President, Government Programs

KANSASBLUE CROSS AND BLUE SHIELD OF KANSAS, INC.

P.O. Box 239, 1133 Topeka Avenue, Topeka, Kansas 66601  
Hours: 8:00 - 4:30

FTS 8-913-232-1000  
(Direct Dial)

JURISDICTION: States of Kansas (all Counties except Johnson and Wyandotte)  
and Nebraska

G. Wayne Johnston, President  
Thomas L. Miller, Sr. Vice President, Internal Affairs  
Jay Lohmann, Vice President, Govt. Programs & Community Affairs  
Beryl Lowry-Born, Controller

KENTUCKYBLUE CROSS AND BLUE SHIELD OF KENTUCKY, INC.

100 East Vine Street, 6th Floor, Lexington, Kentucky 40507  
Hours: 8:00 - 4:30

FTS 8-606-233-1436  
(Direct Dial)

JURISDICTION: State of Kentucky

William R. Newsom, Acting President  
Michael Warman, Director, Medicare, Part B  
Frank F. Broadus, Jr., Vice President, Govt. Programs

LOUISIANA (See Arkansas Blue Cross and Blue Shield, Inc.)

MAINE (See Blue Shield of Massachusetts, Inc.)



PHONEMARYLAND

BLUE CROSS AND BLUE SHIELD OF MARYLAND, INC.  
P.O. Box 4368, 1946 Greenspring Drive  
Timonium Industrial Park, Timonium, Maryland 21093  
Hours: 8:00 - 4:15

FTS 8-301-992-3311  
(Direct Dial)

JURISDICTION: All Maryland Counties except Princes Georges and Montgomery  
(See Pennsylvania Blue Shield)

Carl J. Sardegna, President	494-5252
Edward T. Zimmerman, Vice President, and Chief Financial Officer	494-5414
Glenn A. Shimmel, Vice President, Government Programs	561-4021

MASSACHUSETTS

BLUE CROSS AND BLUE SHIELD OF MASSACHUSETTS, INC.  
100 Summer Street, Boston, Massachusetts 02110

FTS 8-617-956-3414  
(Direct Dial)

JURISDICTION: States of Massachusetts, Maine, Vermont and  
New Hampshire

Massachusetts Operation

John Larkin Thompson, President and Chief Executive Officer  
David F. O'Donnell, Senior Vice President, Planning and  
Administrative Services  
Louis J. Resca, Jr., Vice President, Government Programs  
John DeAmicis, Assistant Vice President, Government Programs  
Sharon Smith,

Maine Operations

FTS 8-207-282-5991  
(Direct Dial)

Pearl Somaini-Dayer, Manager  
Blue Shield of Massachusetts-Tri-State  
Medicare Claims  
P.O. Box 1010  
Biddeford, Maine 04005

Maine Medicare B Operations

FTS 8-207-282-5991  
(Direct Dial)

Paul Duplinsky, Program Manager  
3 Landry Street, Biddeford, Maine 04005

PHONEMICHIGAN

BLUE CROSS AND BLUE SHIELD OF MICHIGAN  
 600 Lafayette East, Detroit, Michigan 48226  
 Hours: 8:30 - 4:45

FTS 8-313-225-9000  
 (Direct Dial)

JURISDICTION: State of Michigan

Donald M. D. Thurber, Chairman	225-0531
Richard Whitmer, President	225-0538
William Van Faasen, Senior Vice President, Operations	225-8202
Rosalee Livingston, Vice President, Government Business	225-0860
Mary Meakin, Director, Government Programs	225-8335
Lou Gorning, Director, Medicare B Operations	225-7374
Rogierlene Reaves, Manager, Government Business Relations	225-8338

MINNESOTA

BLUE CROSS AND BLUE SHIELD OF MINNESOTA  
 P.O. Box 64357, St. Paul, Minnesota 55164  
 (Street Address: 3535 Blue Cross Road  
 St. Paul, Minnesota 55164  
 Hours: 8:15 - 4:30

FTS 8-612-456-8000  
 (Direct Dial)

JURISDICTION: All Minnesota Counties except Anoka, Dakota, Fillmore  
 Goodhue, Hennepin, Houston, Olmstead, Ramsey, Wabasha  
 Washington and Winona. (See The Travelers Insurance Company)

Andrew P. Czajkowski, President	456-8400
Norman C. Storbakken, Group Vice President and Chief Financial Officer	456-8040
Jennifer Joy Bahnemann, Director, Govt. Programs	456-8601
Loretta Artwohl, Manager, Medicare Training & Procedures	456-8913

MISSISSIPPI (See The Travelers Insurance Company)

MISSOURI

BLUE CROSS AND BLUE SHIELD OF KANSAS CITY  
 P.O. Box 169, Kansas City, Missouri 64141  
 (Street Address: 201 E. Armour  
 Kansas City, Missouri 64111)  
 Hours: 8:00 - 4:30

FTS 8-816-561-2300  
 (Direct Dial)

JURISDICTION: The State of Missouri and the Counties of Johnson and Wyandotte  
 in the State of Kansas

Richard P. Kreckler, President  
 Fred Tromans, Senior Vice President, Claims  
 \* Brian Thompson, Director Medicare

\*Direct Correspondence to Mr. Brian Thompson

PHONEMONTANABLUE CROSS AND BLUE SHIELD OF MONTANA, INC.

P.O. Box 4309, 404 Fuller Avenue, Helena, Montana 59601

Hours: 8:00 - 5:00

FTS 8-406-791-4000  
(Direct Dial)

JURISDICTION: The State of Montana

Alan F. Cain, President

791-4000

\* Hal Rawson, Vice President, Planning and Govt. Operations

444-8262

Marsha Vanderhoff, Medicare Manager

444-8374

\*Medicare Coordinator

NEBRASKA (See Blue Cross and Blue Shield of Kansas, Inc.)NEVADA (See Aetna Life and Casualty Company)NEW HAMPSHIRE (See Blue Shield of Massachusetts - Tri-State)NEW JERSEY (See Pennsylvania Blue Shield)NEW MEXICO (See Aetna Life and Casualty Company)NEW YORKBLUE SHIELD OF WESTERN NEW YORK, INC.

275 Oak Street, P.O. Box 356, Buffalo, New York 14240-0356

Hours: 8:15 - 4:30

FTS 8-716-855-7000  
(Direct Dial)JURISDICTION: The State of New York (except for the counties served by  
Empire and Group Health, Inc.)

John T. Manyon, President and Chief Executive Officer

855-6981

Henry F. Becker, Senior Vice President, External Operations

855-7720

Upstate Medicare Division

7-9 Court Street, Binghamton, New York 13901

Hours: 7:00 - 5:00

FTS 8-607-772-9264  
(Direct Dial)Note: Correspondence concerning Medicare should be  
sent directly to the Upstate Medicare Division

Jerry Maciejewski, Vice President, Upstate Medicare Div.

772-9264

NEW YORK (Continued)EMPIRE BLUE CROSS AND BLUE SHIELD

622 Third Avenue, New York, New York 10017

Hours: 8:30 - 4:30

FTS 8-212-490-4567  
(Direct Dial)

JURISDICTION: Counties of Bronx, Columbia, Delaware, Dutchess, Greene,  
Kings, Nassau, New York, Orange, Putnam, Richmond,  
Rockland, Suffolk, Sullivan, Ulster and Westchester.

Albert A. Cardone, Chairman of the Board and Chief Exec. Officer 490-7070  
Harvey W. Friedman, Divisional Vice President, Government Programs 490-4470

NORTH CAROLINA (See EQUICOR, Inc.)NORTH DAKOTABLUE CROSS AND BLUE SHIELD OF NORTH DAKOTA

4510 13th Avenue, S.W., Fargo, North Dakota 58121

Hours: 8:00 - 4:30

FTS 8-701-282-1100  
(Direct Dial)

JURISDICTION: The States of North Dakota (A&B) and South Dakota (B)

Mayo Christianson, President 282-1325  
LeNoel Lichtsinn, Vice President 282-1329  
David Cummings, Medicare Coordinator 282-1200

OHIO (See Nationwide Mutual Insurance Company)OKLAHOMA (See Aetna Life and Casualty Company)OREGON (See Aetna Life and Casualty Company)PENNSYLVANIAPENNSYLVANIA BLUE SHIELD

P.O. Box 65, Camp Hill, Pennsylvania 17011

(For Express Mail: 1800 Center Street, Camp Hill, PA 17011)

Hours: 8:30 - 4:45

FTS 8-717-763-3151  
(Direct Dial)

JURISDICTION: States of Pennsylvania, Delaware, and New Jersey; District of  
Columbia, City of Alexandria, Arlington and Fairfax Counties  
in Virginia; Prince Georges and Montgomery Counties in Maryland

Samuel Ross, President 763-3415  
Robert B. Edmiston, M.D., Sr. Vice President, Professional Afrs. 763-3312  
William E. Keller, Sr. Vice Pres., Govt. Business Unit 763-3201  
Everett F. Bryant, Vice President, Medicare Support Service 763-3919  
Edward Snyder, Manager, Medicare Utilization Review 763-3206



PHONEPUERTO RICOSEGUROS de SERVICIO de SALUD de PUERTO RICO, INC.

Call Box 71391, San Juan, Puerto Rico 00936-3628

(Street Address: 1441 FDR Avenue.

Caparra, Puerto Rico 00918

Hours: 8:00 - 4:30

FTS 8-809-749-4949

(Direct Dial)

JURISDICTION: Puerto Rico and Virgin Islands

Lic. Frank Fournier, President

749-4515

Leopoldo Mercado, Esq., Executive Vice President

749-4114

Magali Maldonado de Oms, M.D., M.P.H., Vice President,

749-4080

Medicare Division and Medicare Coordinator

Orlando Lomba, Assistant Vice President, Medicare Division

749-4031

RHODE ISLANDBLUE CROSS AND BLUE SHIELD OF RHODE ISLAND

444 Westminster Mall, Providence, Rhode Island 02901

FTS 8-401-272-8500

(Direct Dial)

JURISDICTION: The State of Rhode Island

Douglas J. McIntosh, President

George Schobel, Vice President, Government Programs

SOUTH CAROLINABLUE CROSS AND BLUE SHIELD OF SOUTH CAROLINA

Fontaine Business Center, 300 Arbor Lake Drive

Suite 1300, Columbia South Carolina 29223

Hours: 8:30 - 5:00

FTS 8-803-754-1968

(Direct Dial)

JURISDICTION: State of South Carolina

M. Edward Sellers, President, Chief Operating Officer

Carolyn Bankhead, Senior Vice President, CHAMPUS Program

\* William R. Horton, Vice President, Medicare Operations

FTS 8-803-799-0777

(Direct Dial)

\* Direct correspondence to Mr. William R. Horton

SOUTH DAKOTA (See Blue Shield of North Dakota)TENNESSEE (See EQUICOR, Inc.)

John D. Melton, President	669-6010
Jeff Langmead, Senior Vice President	669-6065
Vernon Walker, Vice President, Comptroller	669-6190
Lelia Wright, Vice President, Medicare	689-7266

FTS 8-801-487-6441  
(Direct Dial)

Jed Pitcher, President and Chief Executive Officer	487-6441
Frank Leonard, Vice President, Finance	487-6441
Reid Greenwood, Vice President, Benefit Administration & Government Programs	481-6631

VERMONT (See Blue Shield of Massachusetts - Tri-State)

VIRGINIA (See The Travelers Insurance Company)

FTS 8-206-441-9370  
(Direct Dial)

Jack W. C. Heath, President FTS 8-206-443-6303  
Kenneth Nelson, Vice President 443-6335  
Gisela Wisskirchen, Manager, Medicare Administration 443-6356

WEST VIRGINIA (See Nationwide Mutual Insurance Company)

WISCONSIN (See Wisconsin Physicians' Service Corporation)

WYOMING (See EQUICOR, Inc.)

PART III - COMMERCIAL, INDEPENDENTPHONE

AETNA LIFE AND CASUALTY COMPANY (Home Office)

FTS 8-203-273-0123  
(Direct Dial)Medicare Administration - M323

151 Farmington Avenue, Hartford, Connecticut 06156  
 (For Express Mail Only: Mr. James F. Sullivan  
 Assistant Vice President  
 Medicare Administration - M-323  
 306 Industrial Park Road  
 Middletown, Connecticut 06457)

PART A PROVIDER SERVICE AREA: States of Arizona, California, Connecticut,  
 Florida, Illinois, Massachusetts, Nevada,  
 New Jersey, Pennsylvania, Tennessee, and  
 Washington

PART B JURISDICTION: States of Alaska, Arizona, Georgia, Nevada, Oklahoma,  
 Oregon, Hawaii, New Mexico; Guam, and Northern Marianna  
 Islands

SPECIAL CLAIMS: HHA, RHC, OPA, HL

William Bailey, President

Robert B. Martin, Vice President, Claims, Employee Benefits Division

James F. Sullivan, Asst. Vice President, Medicare Admin.

636-5613

Peggy Nail, Director, Part A

636-5643

Robert Weingartner, Medicare Admin., Group Division

"Audit and Reimbursement"

636-5613

Robert Champagne, Director, Part B Medicare Operations

636-5669

Kenneth K. Kerns, Manager, Medicare Administration

Fiscal Management, Planning &amp; Personnel

636-5671

FIELD OFFICES - PART AFTS 8-203-677-8517  
(Direct Dial)

William Doyle, Manager

Medicare Claims Administration (Connecticut)

270 Farmington Avenue, 2nd Floor

(Post Office Box 329)

Farmington, Connecticut 06032

Paul A. Klopfenstein, Regional Manager

FTS 8-309-686-2310  
(Direct Dial)

C. Norman Moore, Central Regional Manager, Provider Audit

4507 N. Sterling Avenue

686-2320

P.O. Box 1702, Peoria, IL 61615-3800

Hours: 7:00 - 4:00

Gary Grant, Asst. Manager, Internal Operations

AETNA LIFE AND CASUALTYPHONEFIELD OFFICES - PART A (Continued)

Gerald G. Livesey, Manager, Claims Administration FTS 8-215-643-7200  
 Dennis Phipps, Manager, Audit and Reimbursement (Direct Dial)  
 Fort Washington, 501 Office Center Drive  
 Fort Washington, Pennsylvania 19034  
 Hours: 8:00 - 4:15

Pat Taormino, Regional Manager FTS 8-707-763-5455  
 Medicare Benefits Administration (Direct Dial)  
 California Pacific Professional Center  
 939 Transport Way (P.O. Box 808019)  
 Petaluma, California 94975-8019  
 Hours: 8:00 - 4:15

Sheldon Grossman, Mgr., Audit & Reimbursement FTS 8-206-443-0726  
 2201 Sixth Avenue, Suite 500 (Direct Dial)  
 Seattle, Washington 98121  
 Hours: 7:45 - 3:30

Robert L. Grathwohl, Manager, FTS 8-813-796-8292  
 Medicare Benefits Administrator (Direct Dial)  
 2280 U.S. Highway 19 North, Suite 165  
 Clearwater, Florida 34623-2193  
 Hours: 8:00 - 4:00

AUDIT/REIMBURSEMENT

Ricardo R. Yumul, Manager FTS 8-707-763-6553  
 Audit & Reimbursement Administration (Direct Dial)  
 Provider Audit Department  
 939 Transport Way (P.O. Box 808019)  
 Petaluma, California 94975-8019

Edward J. Rogers, Manager FTS 8-203-627-6811  
 Aetna Medicare Administration (Direct Dial)  
 Medicare Provider Audit Reimbursement  
 One Hartsfield Boulevard  
 160 Bridge Street  
 East Windsor, Connecticut 06088

Michael Clark, Manager FTS 8-813-796-5666  
 Aetna Audit Administration (Direct Dial)  
 2280 U.S. Highway 19 North, Suite 144  
 Clearwater, Florida 34623-2193  
 Hours: 8:00 - 4:10



AETNA LIFE AND CASUALTYPHONEFIELD OFFICES - PART A - AUDIT/REIMBURSEMENT (Continued)

Dale Layne, Manager FTS 8-312-296-9225  
 Medicare Claims Administration (Direct Dial)  
 Audit & Reimbursement  
 O'Hare Office Building 11, Suite 710  
 10600 West Higgins Road  
 Rosemont, Illinois 60018  
 Hours: 8:00 - 4:00

Peter Tibone, Administrator FTS 8-702-736-1790  
 Medicare Audit Reimbursement (Direct Dial)  
 1515 E. Tropicana Avenue, Suite 640  
 (P.O. Box 19140)  
 Las Vegas, Nevada 89109

Dennis Phipps, Manager FTS 8-215-643-7200  
 Provider Audit P.O. Box 548 - Zip 19034 (Direct Dial)  
 Medicare Address:  
 500 Office Centre Building  
 Fort Washington Office Center  
 Fort Washington, Pennsylvania 19034

Joe Padre, Manager FTS 8-213-769-0600  
 Medicare Audit & Reimbursement Department (Direct Dial)  
 6180 Laurel Canyon Boulevard, Suite 201  
 North Hollywood, California 91606

John Steinhilber, Administrator FTS 8-702-825-2300  
 Audit and Reimbursement (Direct Dial)  
 4600 Keitzke Lane  
 Building D, Suite 134  
 Reno, Nevada 89502

FIELD OFFICES - PART B

Rufus O. Sadler, Manager FTS 8-602-870-6203  
 Medicare Claims Division (Direct Dial)  
 P.O. Box 37200  
 10000 N. 31st Avenue  
 Phoenix, Arizona 85069  
 Hours: 8:00 - 4:20

Jackson Lee, Manager FTS 8-808-524-1240  
 Medicare Claims Division (Bishop Trust Bldg. (Direct Dial)  
 P.O. Box 3947 1001 Bishop St., Suite 900)  
 Honolulu, Hawaii 96812  
 Hours: 7:00 - 4:20

AETNA LIFE AND CASUALTYPHONEFIELD OFFICES - PART B (Continued)

Fred C. Bush, Manager  
 Medicare Claims Administration  
 701 Northwest 63rd Street  
 Third Floor  
 Oklahoma City, Oklahoma 73116  
 Hours: 7:45 - 4:00

FTS 8-405-848-7711  
 (Direct Dial)

Don D. Stiller, Manager  
 Medicare Claims Administration  
 200 S.W. Market Street  
 14th Floor  
 Portland, Oregon 97201

FTS 8-503-222-6831  
 (Direct Dial)

Mailing Address: P.O. Box 1997  
 Portland, Oregon 97207-1997  
 Hours: 8:00 - 4:05

Susan Stalling, Manager  
 Medicare Administration  
 12052 Middleground Road  
 Suite A  
 Savannah, Georgia 31419-1699  
 Mailing Address: P.O. Box 60010  
 Savannah, Georgia 31420-0010

COOPERATIVA de SEGUROS de VIDA de PUERTO RICO  
 GPO Box 3428, San Juan, Puerto Rico 00936-3428  
 (Street Address: 400 Americo Miranda Avenue  
 Villa Nevarez  
 Rio Piedras, Puerto Rico 00927)

FTS 8-809-753-4930  
 (Direct Dial)

PART A PROVIDER SERVICE AREA: Puerto Rico, and Virgin Islands

Gabriel Dolagaray, President  
 Maria Cristina Ortiz, Executive Vice President  
 Jose A. Brull, Vice President, Medicare  
 Alba Cosme de Natal, Assistant Vice President, Medicare Claims,  
 Finance and Medical Review  
 Raul de Jesus, Assistant Vice President, Medicare Audit  
 and Reimbursement

764-4881  
 764-8469  
 764-9069  
 764-4060  
 764-9069

EQUICOR, Inc., - EQUITABLE CORPORATION  
 195 Broadway, 11th Floor, New York, New York 10007  
 Hours: 8:15 - 4:15

FTS 8-212-618-5366  
 (Direct Dial)

PART B JURISDICTION: States of Tennessee, Wyoming, Idaho, and North Carolina

William Hjorth, Chief, Executive Officer  
 Arthur Lifson, Vice President, Medicare Overall

618-5610

PHONEEQUICOR, Inc. - EQUITABLE CORPORATION (Continued)FIELD OFFICES

Joseph E. Karpach  
 Director, Idaho Office  
 3131 W. State Street  
 Boise, Idaho 83705  
 Mailing Address: P.O. Box 8048  
 Boise, Idaho 83707  
 Hours: 8:30 - 4:30

FTS 8-208-342-1410  
 (Direct Dial)

N. Michael Brown  
 Medicare Officer (Tennessee and North Carolina)  
 2 Vantage Way  
 Insurance Exchange Building  
 Metro Center  
 Nashville, Tennessee 37228  
 (P.O. Box 1465, Nashville, Tennessee 37202)  
 Hours: 8:30 - 4:00

FTS 8-615-244-5600  
 (Direct Dial)

Satellite Office

Judith C. Webb, Manager  
 1 Triad Center  
 Suite 240  
 7736 McCloud Road  
 Greensboro, North Carolina 27409  
 Hours: 8:30 - 4:00

FTS-919-665-0380  
 (Direct Dial)

James Allison  
 Director, Wyoming Office  
 102 Indian Hills Center  
 Cheyenne, Wyoming 82009  
 Hours: 7:30 - 3:30

FTS 8-307-632-9382  
 (Direct Dial)  
 632-9383  
 After 3 P.M. 632-9382

GENERAL AMERICAN LIFE INSURANCE COMPANY

P.O. Box 505, St. Louis, Missouri 63166  
 (Street Address: 13045 Tesson Ferry Road,  
 St. Louis County, Missouri 63128)  
 Hours: 8:00 - 4:30

FTS 8-314-843-8700  
 (Direct Dial)

## PART B JURISDICTION: State of Missouri

H. Edwin Trusheim, President  
 Walter Schultz, Second Vice President,  
 Group Development and Administration

PHONEGROUP HEALTH INCORPORATED

330 West 42nd Street, New York, New York 10036  
Hours: 8:30 - 5:30 (Monday thru Thursday)

FTS 8-212-760-6400  
(Direct Dial)

PART B JURISDICTION: Queens County, New York

Frank Branchini, President  
James E. Ryan, Vice President & Director, Medicare Overall

760-6677  
760-6435

HAWAII MEDICAL SERVICE ASSOCIATION

Post Office Box 860, Honolulu, Hawaii 96808  
(Street Address: 818 Keeaumoku Honolulu, Hawaii 96808  
Hours: 7:30 - 4:15

FTS 8-808-944-2324  
(Direct Dial)

PART A PROVIDER SERVICE AREA: Hawaii, Guam

Marvin B. Hall, President  
Robert Hiam, Sr. Vice President  
Gwen Miyasato, Asst. Vice President, Government Programs

944-3578  
944-3580  
944-2403

MUTUAL OF OMAHA INSURANCE COMPANY

P.O. Box 1602, Omaha, Nebraska 68101  
(Street Address: 3101 Dodge Street  
Omaha, Nebraska 68131)  
Hours: 8:00 - 4:30

FTS 8-402-978-2860  
(Direct Dial)

PART A PROVIDER SERVICE AREA: States of Alabama, Georgia, Florida, Louisiana,  
Texas, Nebraska, Iowa, Kansas, California,  
Maryland, District of Columbia, Virginia,  
North Carolina, South Carolina, Oklahoma,  
West Virginia

John W. Weekley, President  
Rollin C. Olds, Senior Vice President  
Richard G. Bath, Vice President, Dir., Medicare Admin.  
Lewis O. White, Asst. Vice President, Director, Field Operations  
William F. Taylor, Director, Medicare Operations  
James Schmitz, 2nd Vice President, Director, Audit & Reimbursement  
Frank Kiblinger, Regional Medicare Manager

FIELD OFFICES

Bill Yarletz, Regional Medicare Manager  
Mutual of Omaha Insurance Company  
Suite 223, 2740 Fulton Avenue  
Sacramento, California 95821  
Hours: 8:00 - 4:30

FTS 8-916-481-4700  
(Direct Dial)

Bill Otto, Regional Medicare Manager  
Mutual of Omaha Insurance Company  
2814 New Springs Road, Suite 200  
Atlanta, Georgia 30339  
Hours: 8:00 - 4:30

FTS 8-404-434-6931  
(Direct Dial)



PHONEFIELD OFFICES (Continued)

Guy A. Trigg, Regional Medicare Manager  
 Mutual of Omaha Insurance Company  
 2475 Merritt Street  
 Garland, Texas 75041  
 Hours: 8:00 - 4:30

FTS 8-214-840-4200  
 (Direct Dial)

NATIONWIDE MUTUAL INSURANCE COMPANY (Home Office)  
 P.O. Box 16788 or P.O. Box 16781, Columbus, Ohio 43216  
 (Street Address: 1 Nationwide Plaza  
 Columbus, Ohio 43216)  
 Hours: 8:00 - 4:30

FTS 8-614-249-7110  
 (Direct Dial)

## PART B JURISDICTION: States of Ohio and West Virginia

John E. Fisher, General Chairman & Chief Executive Officer	249-7632
John L. Marakas, Pres., Nationwide Corp. & Nationwide Life	249-7029
Stephen A. Rish, Sr. Vice President, Life & Health Operations	249-7040
Herb Bosen, Controller, Medicare Operations	249-7083
William P. Ramsey, Associate Vice President, Medicare Operations	249-7078
C. William Helman, Medicare Field Operations Manager	249-7067
C. Nelson Merrell, Medicare Claims Department Manager	249-7124
Jeannine Keating, Administrative Support Services Department Manager	249-4691

FIELD OFFICE

P.O. Box 3183, 1207 Quarrier Street  
 Charleston, West Virginia 25332  
 Hours: 8:00 - 4:30

FTS 8-304-346-0411  
 (Direct Dial)  
 346-1111

Betty Rickenbacker (Mrs.), District Medicare Manager

TRANSAMERICA OCCIDENTAL LIFE INSURANCE COMPANY  
 12th at Hill Street, Los Angeles, Calif. 90054  
 (Mailing Address: P.O. Box 54905, Terminal Annex)  
 Hours: 7:00 - 5:30 (Staggered hours)

FTS 8-213-748-2311  
 (Direct Dial)

## PART B JURISDICTION: California (South)

## SPECIAL CLAIMS: P/E

William Simpson, President	742-2131
Neil Bass, Vice President & Chief Medicare Admin.	742-2561
Richard Stratton, Special Benefit Processing	742-2614
Stanley Friedman, Professional & Beneficiary Services	742-2578
George Garcia, 2nd Vice President, Medicare Quality Assessment	742-2527
Barbara Koga, PEN Claims	742-2687

PHONE

THE TRAVELERS INSURANCE COMPANY (Home Office)  
 One Tower Square, Hartford, Connecticut 06183  
 Hours: 8:00 - 4:30

FTS 8-203-277-0111  
 (Direct Dial)

PART A PROVIDER SERVICE AREA: States of Connecticut, New York, Michigan

PART B JURISDICTION: States of Minnesota (See BC & BS of Minnesota),  
 Connecticut, Mississippi, Virginia

SPECIAL CLAIMS: RRB

E.H. Budd, Chairman of the Board  
 Richard W. McLaughlin, Executive Vice President, National Accounts Group  
 Lynn W. Willsey, Senior Vice President, National Accounts Group  
 Richard S. Stuart, Second Vice President, Medicare Administration

MEDICARE OPERATIONS - PART A

Richard Stuart, Second Vice President	FTS 8-203-277-2478
Medicare Administration	(Direct Dial)
One Tower Square - 5RS	FTS 8-203-277-0783
Hartford, Connecticut 06183	(FAX)

Michael Reeves, Medicare A	FTS 8-203-269-5207
P.O. Box 5005	(Direct Dial)
100 Barnes Road	
Wallingford, Connecticut 06492-7532	Ext. 333

Part B

Richard T. Arnold, Director - Medicare Administration

FIELD OFFICES - PART A - AUDIT/REIMBURSEMENT

Robert M. Bishop, Medicare Manager	FTS 8-203-269-5207
100 Barnes Road	(Direct Dial)
Wallingford, Connecticut 06493-7532	Ext. 333

David M. Gross, Associate Manager	FTS 8-313-423-2300
1000 Travelers Tower	(Direct Dial)
26555 Evergreen Road	423-2308
Southfield, Michigan 48076	
Hours: 8:00 - 4:15	

John Fazzio, Associate Manager	FTS 8-516-296-2180
Travelers Financial Center	
90 Merrick Avenue	
East Meadows, New York 11554	
Hours: 8:00 - 4:00	

PHONETHE TRAVELERS INSURANCE COMPANY (Continued)FIELD OFFICES - PART A - AUDIT/REIMBURSEMENT (Continued)

Daniel M. Epstein, Associate Manager FTS 8-203-269-5207  
 100 Barnes Road  
 Wallingford, Connecticut 06493-7532  
 Hours: 8:00 - 4:00

FIELD OFFICES - Part B

William D. Lanzo, Medicare Manager FTS 8-612-884-7111  
 8120 Penn Avenue, South (Direct Dial)  
 Bloomington, Minnesota 55431-1394 Ext. 200  
 Hours: 8:00 - 4:15

J. Keith Walton, Manager FTS 8-601-977-5850  
 Street Address: 795 Woodland Parkway (Direct Dial)  
 Ridgeland, Mississippi 39157-5212

Mailing Address: P.O. Box 22545  
 Jackson, Mississippi 39245-2545  
 Hours: 8:15 - 4:30

Vernon L. Case, Manager - Medicare FTS 8-804-254-4000  
 P.O. Box 26463 (Direct Dial)  
 Richmond, Virginia 23261-6463  
 (For Express Mail: 3600 W. Broad Street,  
 Richmond, Virginia 23230)  
 Hours: 8:00 - 4:15

Gerald F. Godfrey, Manager - Medicare FTS 8-203-265-7651  
 100 Barnes Road (Direct Dial)  
 P.O. Box 5005  
 Wallingford, Connecticut 06493

WISCONSIN

WISCONSIN PHYSICIANS' SERVICE INSURANCE CORP. FTS 8-608-221-4711  
 1717 West Broadway, Monona, Wisconsin 53713 (Direct Dial)  
 Mailing Addresses:  
 P.O. Box 1787, Madison, Wisconsin 53708 (Claims)  
 P.O. Box 8190, Madison, Wisconsin 53708 (Administration)  
 Hours: (Winter) 7:25 - 4:00  
 (Summer) 7:10 - 4:15 (Mon. - Thurs.)  
 7:10 - 11:10 (Fri.)

PHONEWISCONSIN PHYSICIANS' SERVICE INSURANCE CORP. (Continued)

## PART B JURISDICTION: State of Wisconsin

Mahlon Bontrager, President	Ext. 3332
William Schweers, Senior Vice President, Operations	Ext. 3305
Ned Boston, Director, Medicare Administration	Direct Line 8-608-221-5084
Mary Strobe, Manager, Claims Operations	Ext. 3421
Dave Baker, Manager, Support Operations	Ext. 3407

RAILROAD RETIREMENT BOARD

FTS 8-312-751-4600

Attention: BRCMPS

(Direct Dial)

844 Rush Street, Chicago, Illinois 60611

Robert S. Kaufman, Assoc. Exec., Director of Retirement Claims	751-4600
Leonard S. Besler, Director of Disability & Medicare Programs	751-4726
Dave Boykin, Chief, Medicare Programs Section	751-4741









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